



intelli-CTi™ for Infor CRM

“Working from a call list and having to manually dial each number is a pain and so is scrambling to find a contact match in Infor CRM when a call comes in. Fortunately, we can recommend intelli-CTi. It takes the hassle out of making and receiving calls, and the built-in integration with ACRM makes it an easy solution to implement”

Brianna Ojard, CRM Consultant,
Customer FX

Benefits

- Deliver personalized customer experiences
- Hold shorter, more concise and contextual conversations
- Maximize your CRM data with minimal effort
- Ensure business processes are adhered to
- Decrease user and customer frustration from long, unproductive calls
- Achieve greater customer loyalty
- Keep development and license costs down
- Empower users to increase their call throughput and follow best practices

intelli-CTi™ transforms your customer engagements by making them connected, personalized and efficient

Creating stronger connections between you and your customer is essential in order to compete within the modern business. intelli-CTi™ for Infor CRM SLX provides your users with caller context to ensure telephone calls are always personal and to the point. Integrating Infor CRM SLX with your telephone activity will intelligently and automatically surface key customer information to best assist in customer interactions.

intelli-CTi™ ensures your customers feel known, familiar and valued.

Today, more than 75% of consumers are more likely to purchase from companies that know them and are familiar with their purchase history and buying preferences.

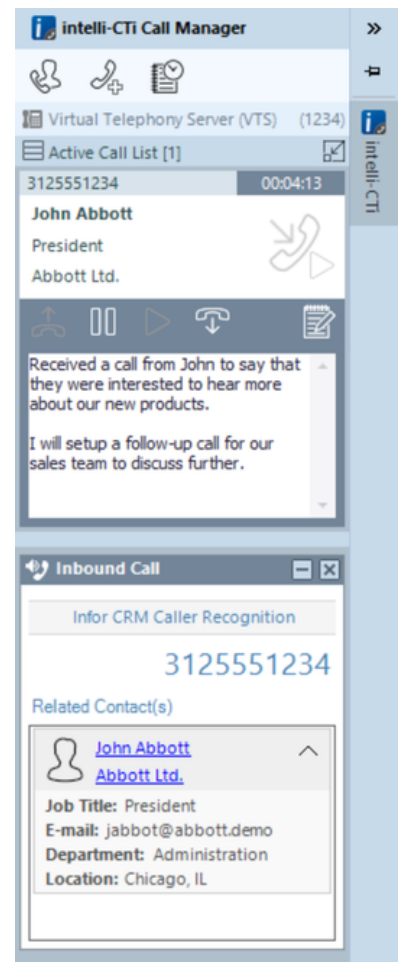
In the age of big data, AI and process automation, the information we hold about our customers and how we intelligently use this to better assist them has become a crucial part of customer interaction and very much what customers now expect.

intelli-CTi™ ensures Infor CRM SLX users achieve better telephone calls.

Infor CRM SLX users are now empowered to use information from Infor CRM SLX to proactively engage with customers on each and every telephone call.

Being instantly informed of the context of each caller, users can spend less time fishing for data and more time providing an efficient and consistent customer experience both during and post the call.

intelli-CTi™ - Connect with your Customers



intelli-CTi™ for Infor CRM



Inbound Call Handling

Empower your Infor CRM SLX users to instantly take action of inbound telephone calls, to efficiently engage with customers in a professional and personalized experience. A core capability of intelli-CTi™ provides fast and reliable caller recognition of inbound calls to intelligently identify the calling party and automatically associate them with information from Infor CRM SLX.



Outbound Dialing

Improve the experience of your Infor CRM SLX users with increased calling accuracy, throughput and efficiencies gained by the capabilities of intelli-CTi™ outbound dialing. intelli-CTi™ streamlines the making of outbound calls by reducing misdialing and removing the need to manually dial telephone numbers.



Call Flow Management (Lifecycle)

Actively encourage best practices within your Infor CRM users with effective management and control throughout all aspects of telephone call interaction. intelli-CTi™ empowers your users with access to caller contextual data, allowing them to easily access and efficiently manage information from Infor CRM SLX throughout the lifecycle of the call.



Post-Call Processing

Ensure that after every telephone call your users are capturing with ease all the relevant customer information right within Infor CRM. Distilling notes and history and managing every follow-up action to build stronger future customer engagements. intelli-CTi™ post-call processing automatically brings together all of the relevant touch-points from the call into a single management pane, enabling the productivity of Infor CRM SLX users to quickly and easily capture, manage and close off the call.



Call Reporting, BI and Analysis

Realize full visibility of the telephony engagement you make with your customers over the telephone, with Business Intelligence (BI) reporting and analysis gained from the richness of telephony information held within your Infor CRM SLX. With intelli-CTi™ every telephone call interaction (both inbound and outbound) is automatically recorded (statistically) within Infor CRM SLX, along with details of the call metrics, each is stored with context to the related Infor CRM SLX entities, history and activities.

Key Features

- Seamless integration with Infor CRM SLX
- Incoming caller recognition (screen-pop)
- Automatic contact /call association with ability to reassociate
- Entity dialing with relationship context
- In-call note capture
- Post-call wrap-up with ability to capture call outcomes
- Ticket & opportunity creation with a few clicks
- Flexible deployment across multiple sites
- Subscription-based licensing allowing for optimized investment
- Compatible with major telephone systems and hosted telephony platforms
- Citrix/Terminal Server support
- Open telephone API driver support

Free Trial

Transform your customer engagement by starting your free 30 day trial here today:

www.intellicti.com